

Figure 1

High Level Process Description

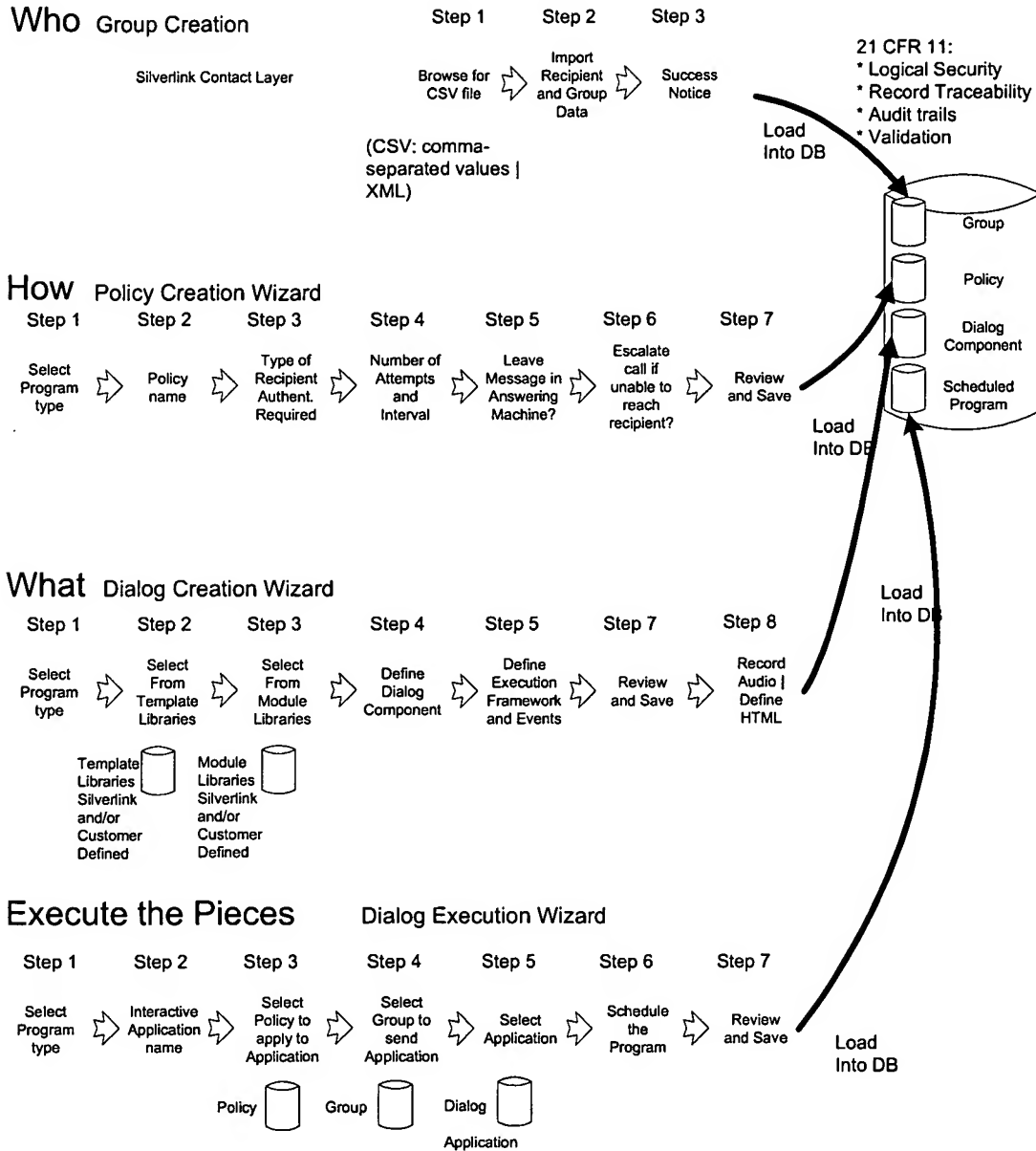


Figure 2

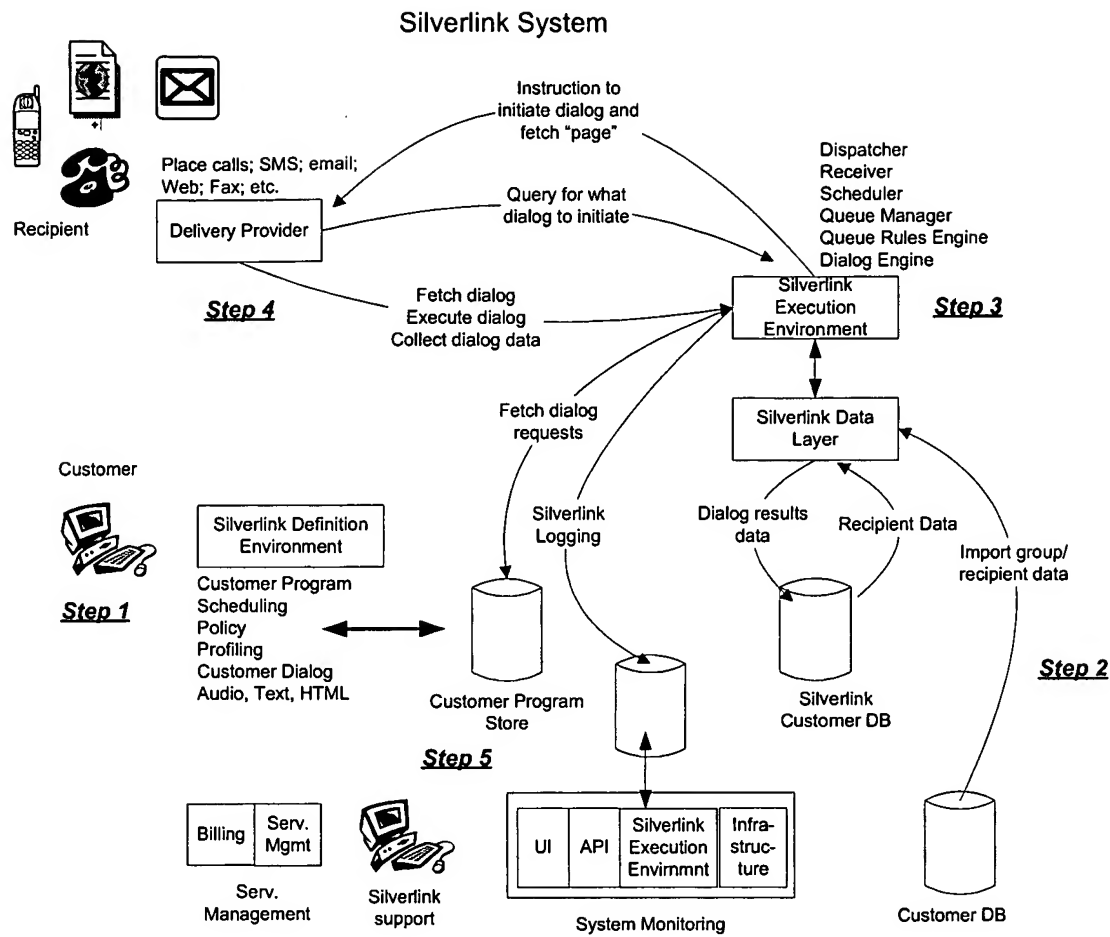


Figure 3

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Home » My Silverlink » Bulk Imports » Import

Import Call Recipient Information

Please upload a file of Call Recipients

Import Call Recipient Information from a text file of comma-separated data in the following format:
 GroupName,PrimaryKey,Salutation,NameLast,NameFirst,Phone,Zip,PNLAuthWord,Prescriptions,Delimited,
 Custom1,Custom2,Custom3,Custom4,Property1,Property2,Property3,Property4,Property5,Property6,
 Property7,Property8,Property9,Property10

Notes:

- The Salutation field and all fields after ZIP are optional. These fields should be left blank if not used.
- All Call Recipients must have the same group name for the bulk loading of Call Recipients to work.
- The PrimaryKey field is critically important in that it identifies an individual within SAVVI. Each recipient must have a unique Primary Key regardless of which group the person is a member of. That is, if a Recipient's contact information is imported and then a second Recipient's information is imported with the same primary key, the first Recipient's information will be overwritten!

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Tip

Uploading a file of Call Recipients

You can import multiple Call Recipients into SAVVI at once by uploading a comma-separated text file. The file must have the file extension ".txt" or ".csv" and each Call Recipient must be listed in the format shown. Note that there are no spaces between fields, and that each person's data has to be in a separate line.

Prescription Field
 Special function field used to say prescription names during a SAVVCall (e.g., "According to our records, your prescription of Viagra will be running out in the next few days").

Delimited Field
 This special purpose field allows you to import multiple prescription names. A Looping Audio Component will use data from this field to ask the same question for as many items as may be present in the field (e.g., "Do you want to refill your prescription of Viagra? Do you want to refill your prescription of Viagra? Do you want to refill your prescription of Viagra?").

Figure 4

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 [Create New Policy](#)

| Call Type | Policy Name | Number of Attempts | Calling Schedule | Review & Save | | | | | | | | | | | | | | | | | | | | | |
|--|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-----------|----------|--------|----------|--------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| <h3>Review & Save</h3> <p>Policy Details for "blah"</p> <p>Policy Component name: blah</p> <p>Call type: HealthCast</p> <p>Number of delivery attempts: 2 attempts, with a 1 hour interval between attempts</p> <table border="1"> <thead> <tr> <th>Monday</th> <th>Tuesday</th> <th>Wednesday</th> <th>Thursday</th> <th>Friday</th> <th>Saturday</th> <th>Sunday</th> </tr> </thead> <tbody> <tr> <td>8:00AM - 9:00PM</td> <td>8:00AM - 9:00PM</td> <td>8:00AM - 9:00PM</td> <td>8:00AM - 9:00PM</td> <td>8:00AM - 9:00PM</td> <td>8:00AM - 9:00PM</td> <td>8:00AM - 9:00PM</td> </tr> <tr> <td>10 concurrent calls</td> <td>10 concurrent calls</td> <td>10 concurrent calls</td> <td>10 concurrent calls</td> <td>10 concurrent calls</td> <td>10 concurrent calls</td> <td>10 concurrent calls</td> </tr> </tbody> </table> <div> Everything looks good, save this policy. </div> <p>Note: To change any Policy Information, please click on the appropriate tab above.</p> | | | | | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | 8:00AM - 9:00PM | 8:00AM - 9:00PM | 8:00AM - 9:00PM | 8:00AM - 9:00PM | 8:00AM - 9:00PM | 8:00AM - 9:00PM | 8:00AM - 9:00PM | 10 concurrent calls | 10 concurrent calls | 10 concurrent calls | 10 concurrent calls | 10 concurrent calls | 10 concurrent calls | 10 concurrent calls |
| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | | | | | | | | | | | | | | | | | | | |
| 8:00AM - 9:00PM | 8:00AM - 9:00PM | 8:00AM - 9:00PM | 8:00AM - 9:00PM | 8:00AM - 9:00PM | 8:00AM - 9:00PM | 8:00AM - 9:00PM | | | | | | | | | | | | | | | | | | | |
| 10 concurrent calls | 10 concurrent calls | 10 concurrent calls | 10 concurrent calls | 10 concurrent calls | 10 concurrent calls | 10 concurrent calls | | | | | | | | | | | | | | | | | | | |

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Figure 5

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Home » My SilverLink » Audio Library » Create New Audio

Service Type Component Type Component File **Script Builder** **Preview Script**

Script Builder

Please enter your Audio Component script:

Our records indicate that your prescription of Lipitor will run out in the next two weeks. To ensure that you maintain a supply of this important medication, please allow us to refill your prescription today. To refill the prescription automatically, say "REFILL" after the chime.

Database Word

Hotword

Use only letters, numbers, and basic punctuation (.,:;?) in your scripts. Special characters (e.g., '&') will be ignored by the application.

Sample Body Audio
 Our records indicate that your prescription of Lipitor will run out in the next two weeks. To ensure that you maintain a supply of this important medication, please allow us to refill your prescription today. To refill the prescription automatically, say "REFILL" after the chime. To speak to a call center representative, say "CALL CENTER". If you have already filled your prescription or no longer take this medication, say "CANCEL". Say refill, call center, or cancel now.

SHORID

How do Body Audio Components work?

Body Audio Components are the main dialog building blocks in a SAVVCall. Multiple Body Audio Components can be assembled together through hotwords to create an interactive dialog with the Call Recipient.

What are Hotwords?

Hotwords are words that cause SAVV to start playing a new Audio Component. The sample audio on the left shows hotwords within an Audio Component.

..... only one recipient with a given primary key can exist. This field can have letters and numbers and can have multiple characters.

Figure 6

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[Home](#) > [My Silverlink](#) > [Create New Call](#)

[Name and Type](#)
[Select Call Number](#)
[Select Action](#)
[Group and Category](#)
[Recipient Selection](#)
[Entry Association](#)
[Scheduling](#)
[Review & Save](#)

Scheduling

Define a Call delivery window

Today's Date: July 18, 2003

Delivery Start Date:


End Date for Inbound Calls:

Use this date to designate the last day Call Recipients may call back to hear the SAWVCall (if they've been left an answering machine or unintended recipient message with instructions to call in.)

Daily delivery times are defined in the policy you selected.

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How long will it take for a call program to complete?
 The duration of a call program depends on several factors: the length of each call, the percentage of people reached during an attempt, the time window defined for call delivery, the size of the Call Recipient group, the number of concurrent calls, etc.

How should I set a delivery time window?
 If you have chosen a large group of Call Recipients and/or you indicate a narrow delivery window, delivery may have to be spread over multiple days. Please select the widest delivery window possible in order to ensure timely delivery.

Why would I want to limit the number of concurrent calls?
 If your dialog contains Call Transfer interactivity that allows Call Recipients to connect to a call center or other live person, you may need to limit the number of Call Recipients reached at one time to ensure that the call center can manage the volume of calls coming in.

Figure 7

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SAWVI™ 2.3

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Home » My Silverlink » Dialog Component Management » HealthCast Dialogs » Dialog Details

Details for Dialog Component: 'USA care mult refill.sls'

Created by Paulo Matos on July 4, 2003 12:28 PM
Last modified by Paulo Matos on July 4, 2003 12:28 PM

```

[HEADER] USAcare header
[YN AUTHENTICATION] usa care yn (1)
[NUMERIC AUTHENTICATION] USAcare - 4 digit sub
[ANSWERING MACHINE] USAcare - refill AM2
[UNINTENDED RECIPIENT] USAcare - refill UR (1)
  
```

Dialog: USA care mult refill.sls

```

[MAIN BODY] PC-bodyman-refill-2 (2)
  [CONTINUE] looping audio mult refill
  [REFILL] USAcare end
  [CANCEL] USAcare end
  [CANCEL] USA care num input
  [LESS THAN 17] USAcare minor
  [GREATER THAN 70] USAcare senior
  [CONTINUE] USAcare - transfer to QA (whisper)
  
```

To Preview This Dialog Component

- Dial 866-487-7865
- Press or say two
- Enter account number: 1234572 and account PIN
- Enter Dialog ID 00218
- For HealthLink, PIN is 12345878

Sample Database Word Values:

- NameLast: Jones
- NameFirst: Clara
- Salutation: Mrs.
- Prescriptions: Hydrocodone
- Delimited: Hydrocodone/MaxidClaritin
- Custom1: Custom One
- Custom2: Custom Two
- Custom3: Custom Three
- Custom4: Custom Four
- User PIN: 1234
- Auth Word: banana
- Attempts: 2

To modify these sample database word values, click [here](#).

SilverUp

What are Sample Database Word Values?

Your Dialog Component may contain Database Words. This list of sample Database Word values is provided to help give you a sense of how the SAWVCall will sound with Recipients' data. When your call is delivered to actual Call Recipients, their individual database word values will be used in place of these sample words.

If a sample word does not make sense in the context of the Dialog Component you are testing, you can change the words to better match your Dialog by clicking the link at the bottom of the list.

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Figure 8A

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Home » My Silverlink » Create New Call

Name and Type

Select Call Number

Select Policy

Group and Category

Receipts Selection

Policy Association

Scheduling

Review & Save

Review & Save

Call Details for "Test call2"

"Test call2"

Call Type: HealthCast

Caller ID: Account Default

Dialog: USA care multirefill.spt

Policy: Paulo test- 7-4

Call Group: None

Receipts Group: Multirefill-Paulo

Delivery: Starting Jul 18, 2003.

Message pickup expires on Aug 1, 2003.

| | Fri 18 | Sat 19 | Sun 20 | Mon 21 | Tue 22 | Wed 23 | Thu 24 |
|---------|--------|--------|--------|--------|--------|--------|--------|
| SAV | | | | | | | |
| SAV | | | | | | | |
| 15 | | | | | | | |
| 3PM | | | | | | | |
| QPS | | | | | | | |
| 8PM | | | | | | | |
| STG | | | | | | | |
| DATE | | | | | | | |
| TIME | | | | | | | |
| CALL | | | | | | | |
| TYPE | | | | | | | |
| ACCOUNT | | | | | | | |
| POLICY | | | | | | | |
| CELL | | | | | | | |

Everything looks good. save this Call.

Note: if you need to change any information, please click on the appropriate tab above.

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Figure 9

Dialog Definition Environment

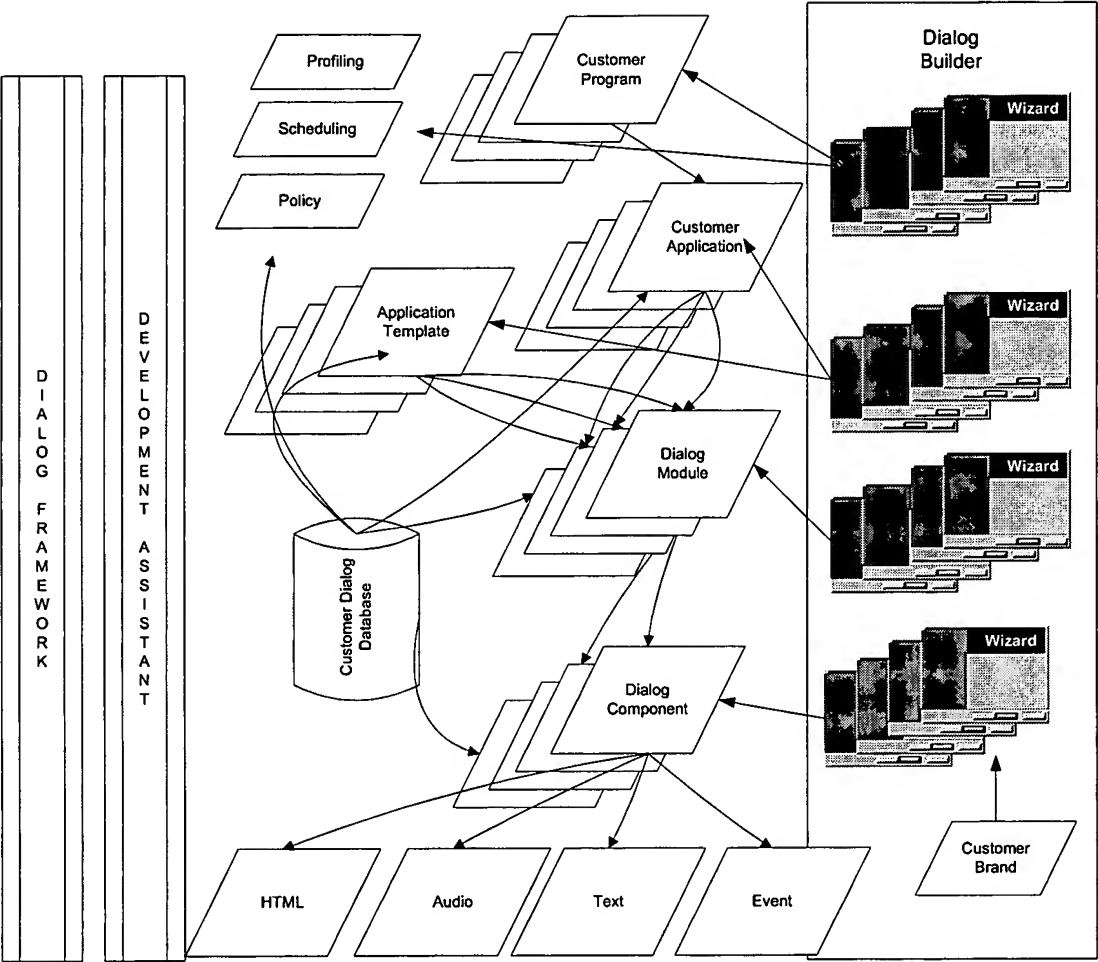


Figure 10

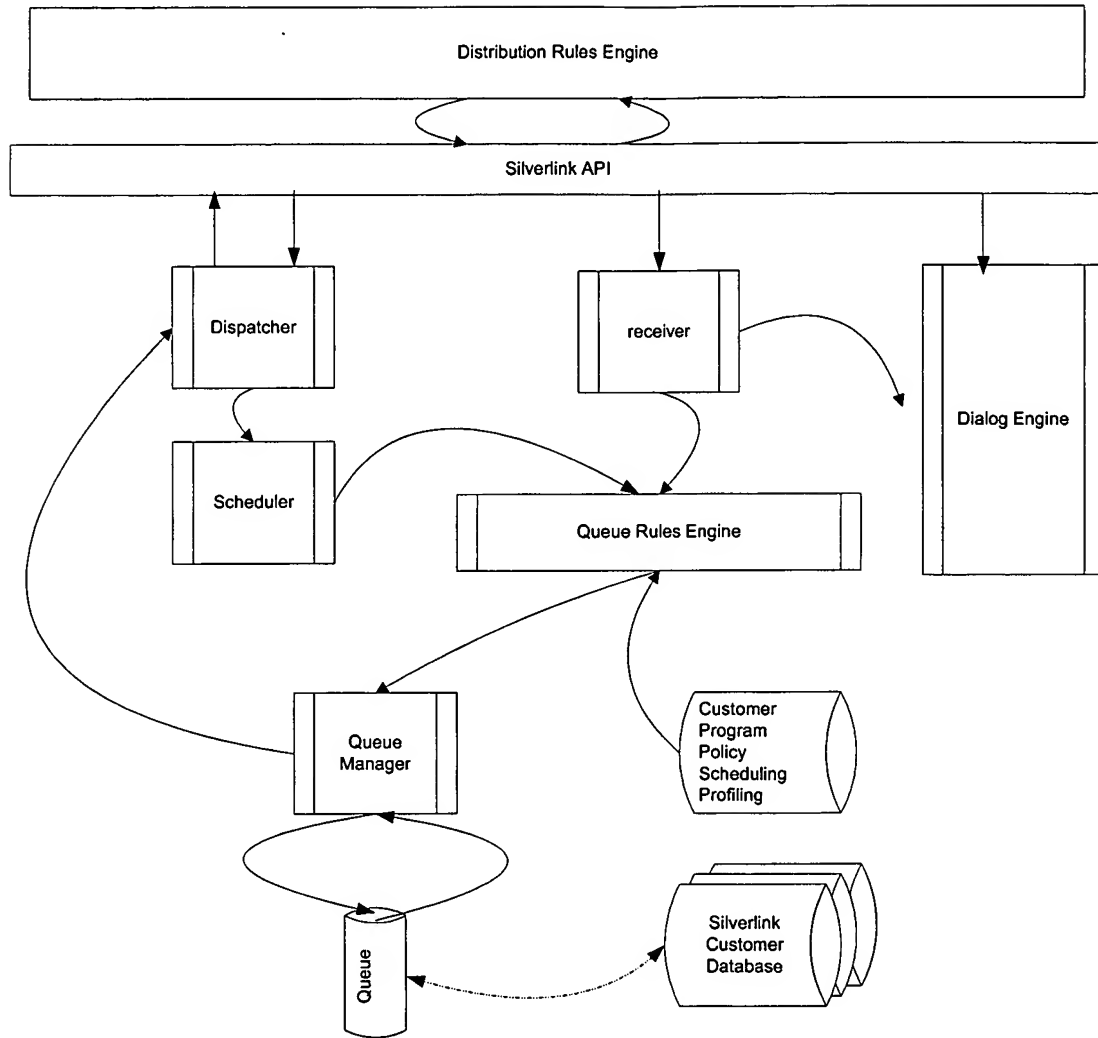
Silverlink Execution Environment -
Dispatcher & Scheduler

Figure 11

Silverlink contact Layer

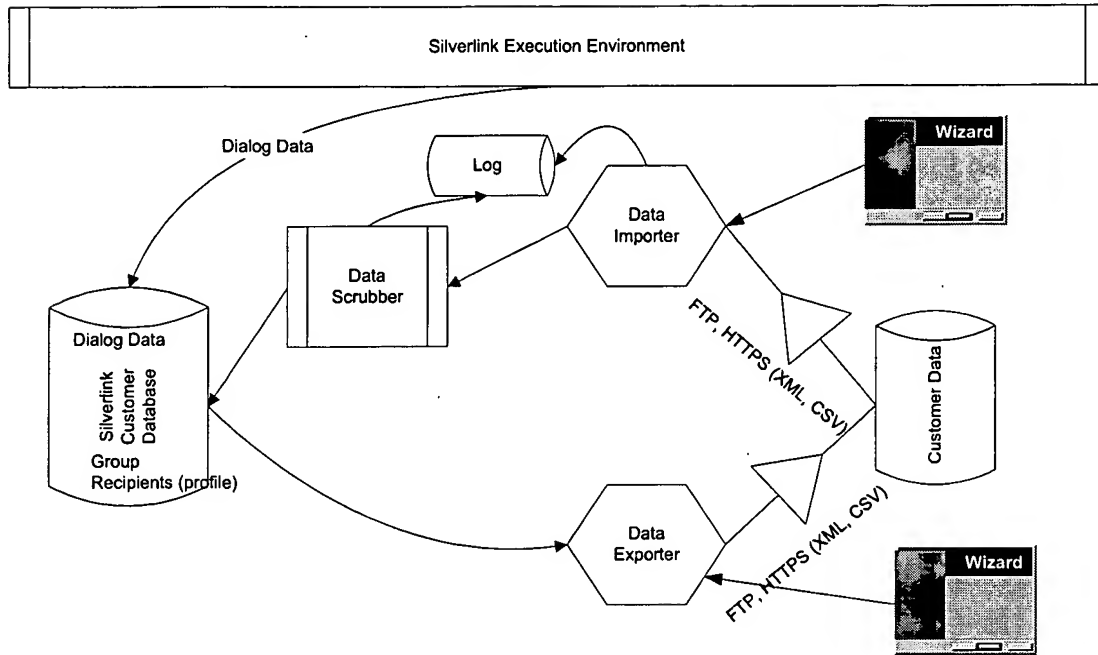
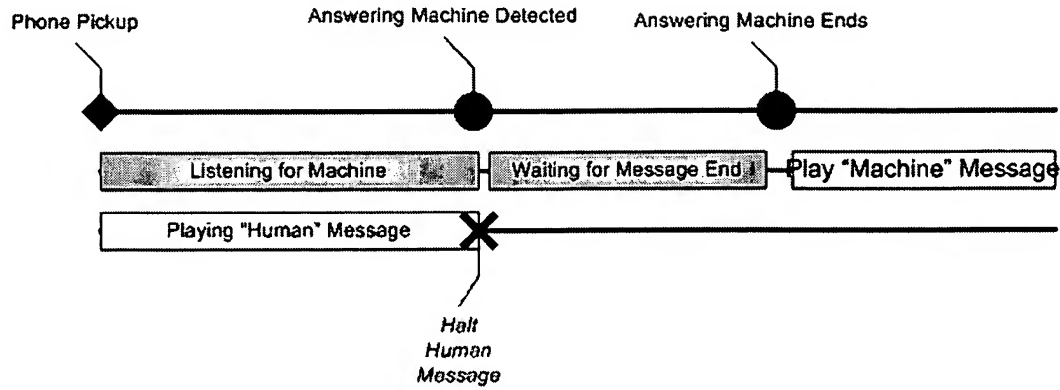


Figure 12

Message Timeline with Machine



Message Timeline with Human

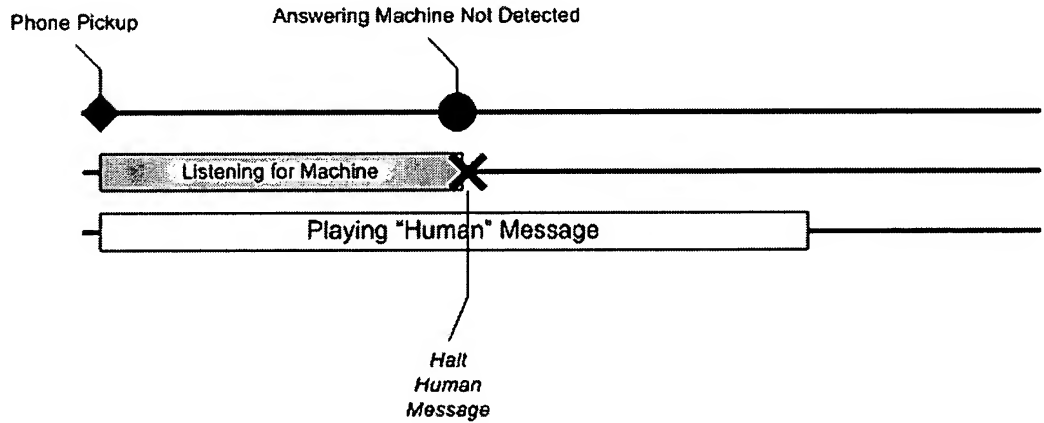
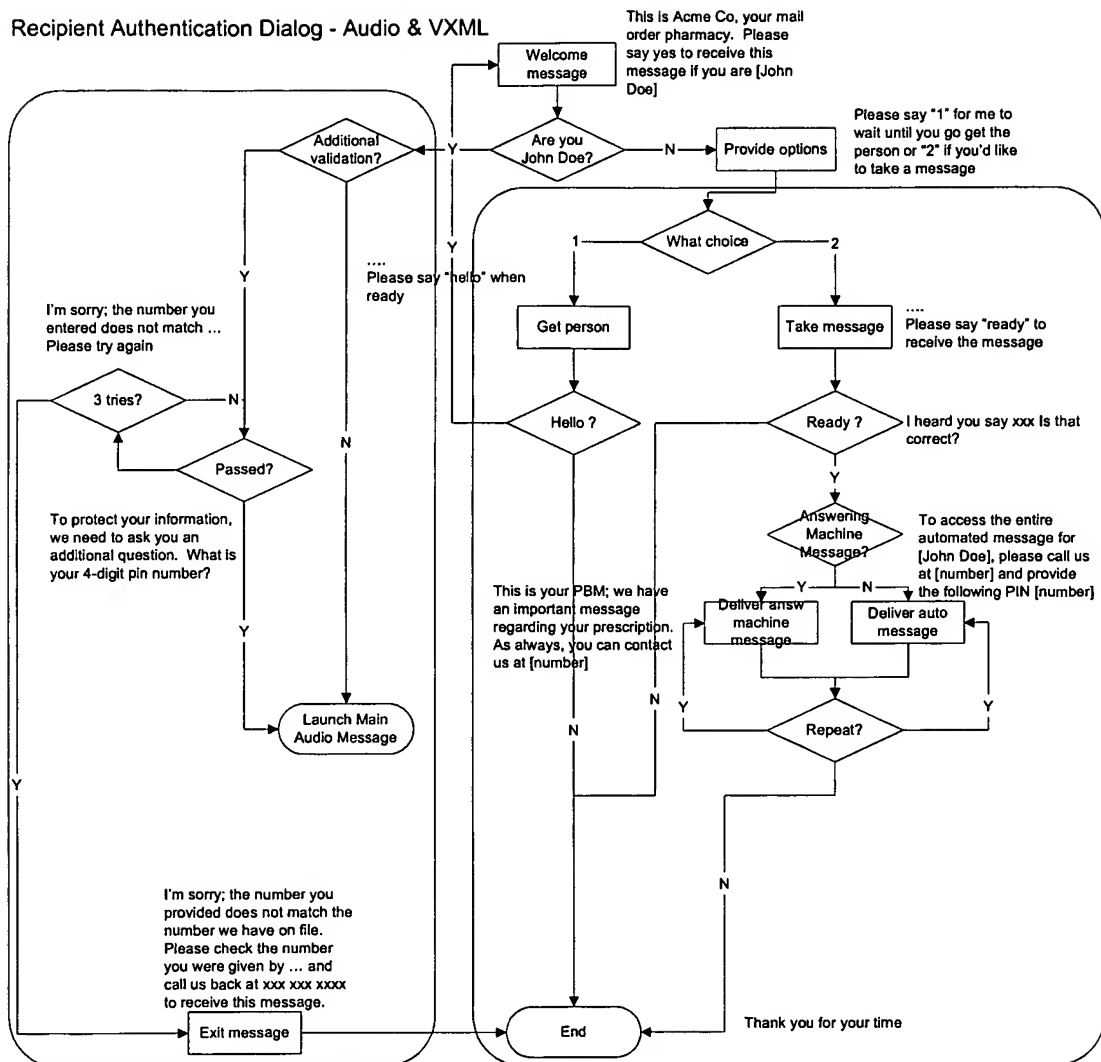


Figure 12 A

Recipient Authentication Dialog - Audio & VXML



If intended call recipient answers the call, the dialog decides whether a further validation is needed or not, execute the validation and then deliver the call message

If intended call recipient does not answer the call, allow person who answered call to take message or pause until intended call recipient is summoned to receive the call

Figure 13

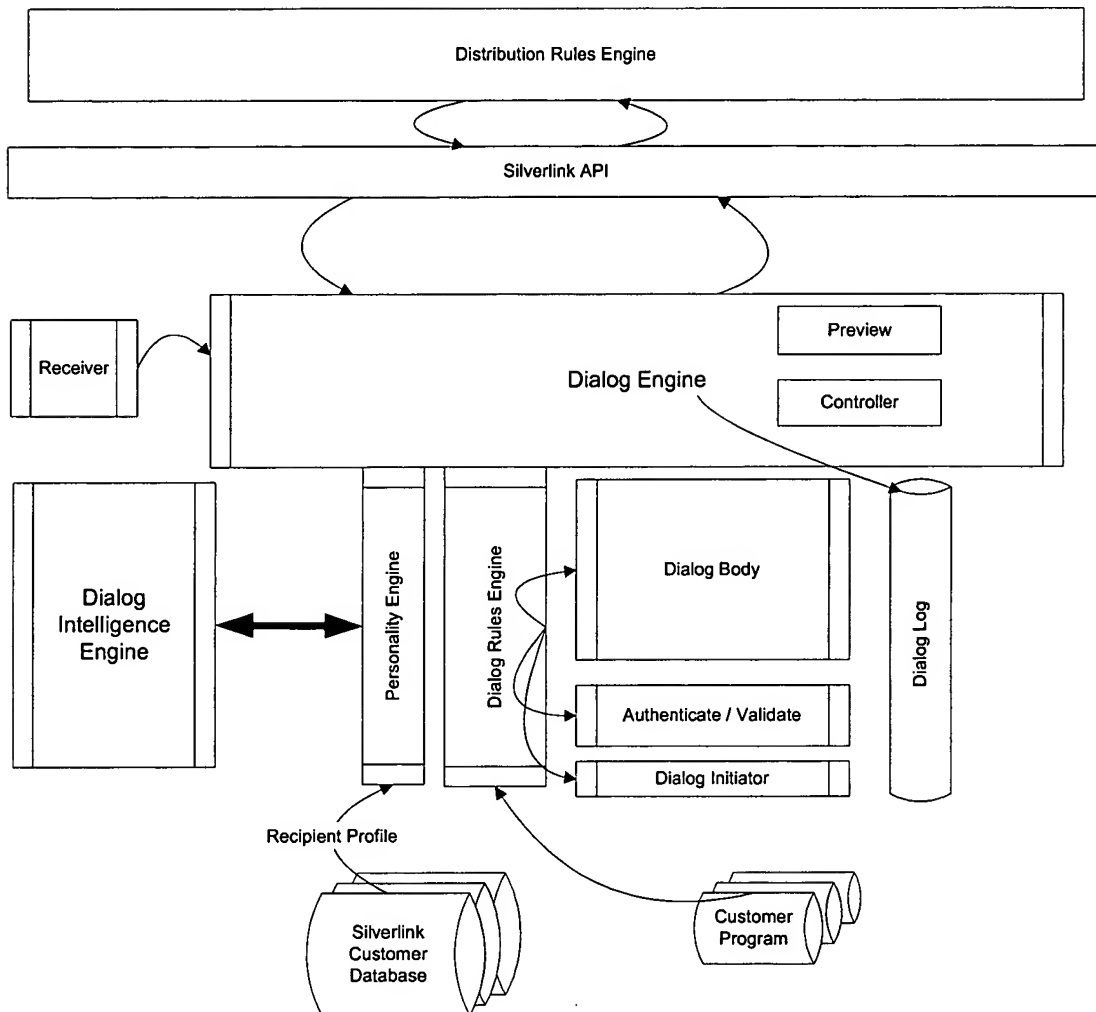
Silverlink Execution Environment -
Dialog Engine

Figure 14

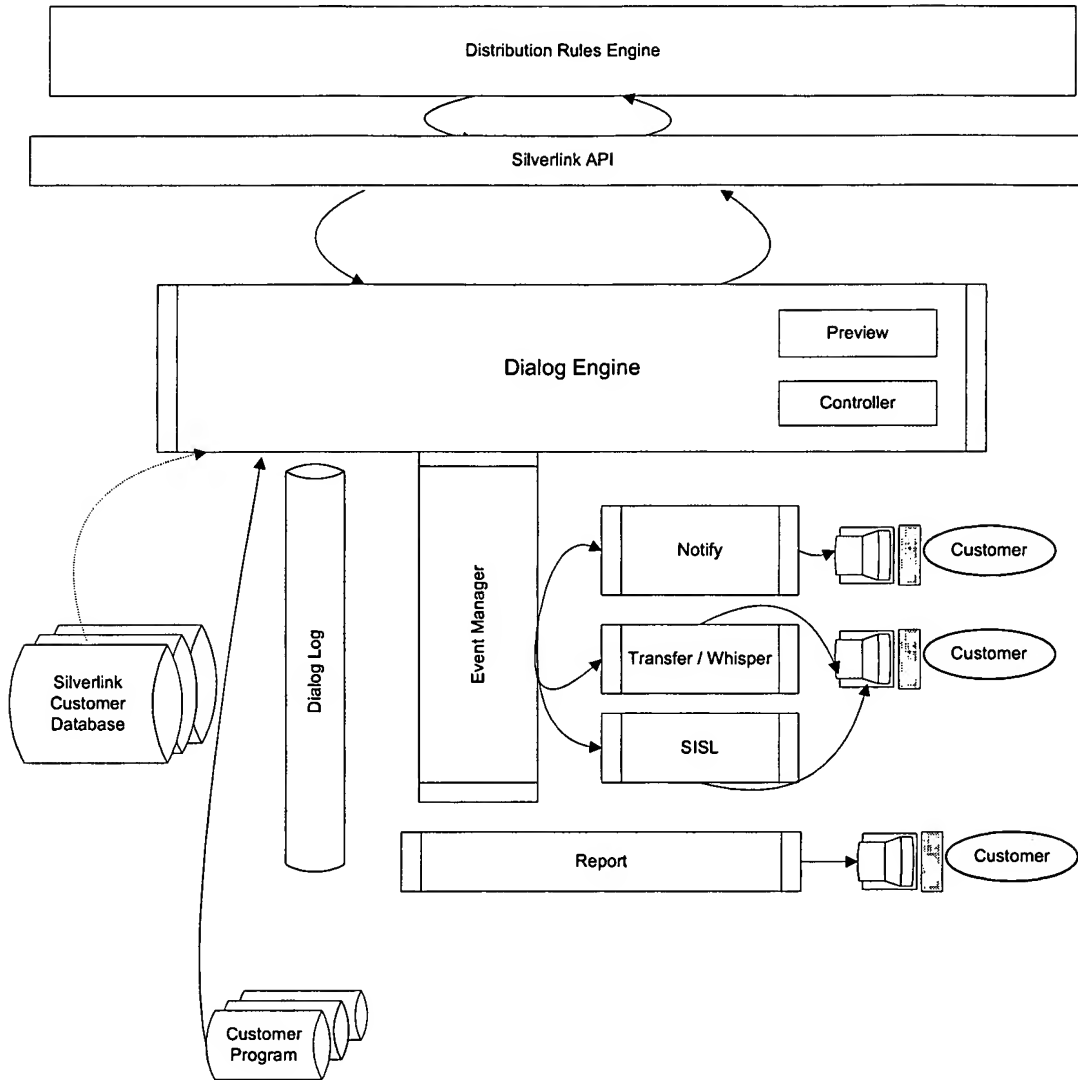
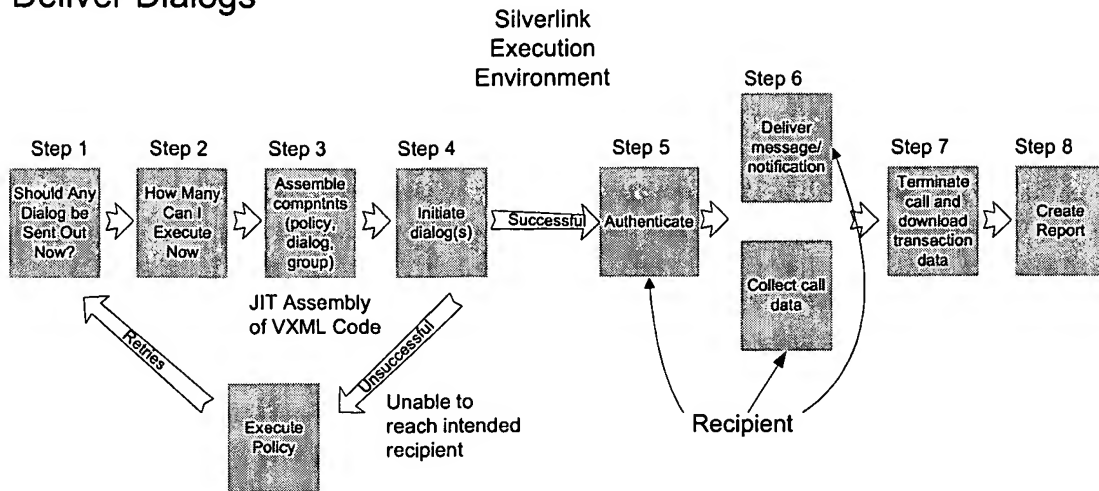
**Silverlink Execution Environment -
Customer Interaction**

Figure 15

Deliver Dialogs



Sample Call Flow Diagram

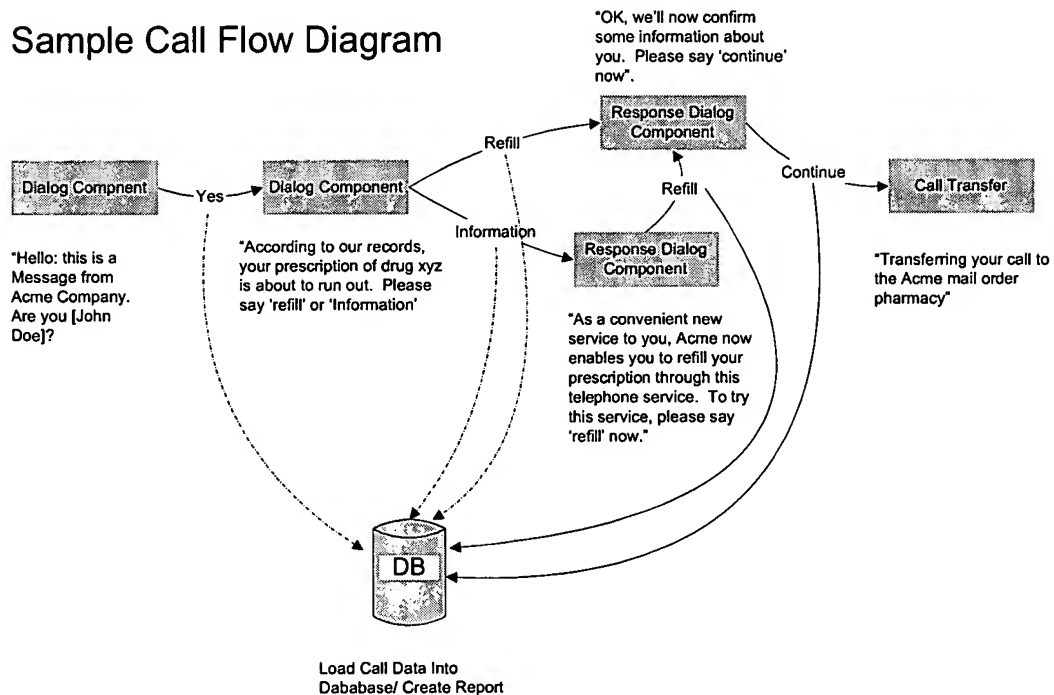


Figure 16

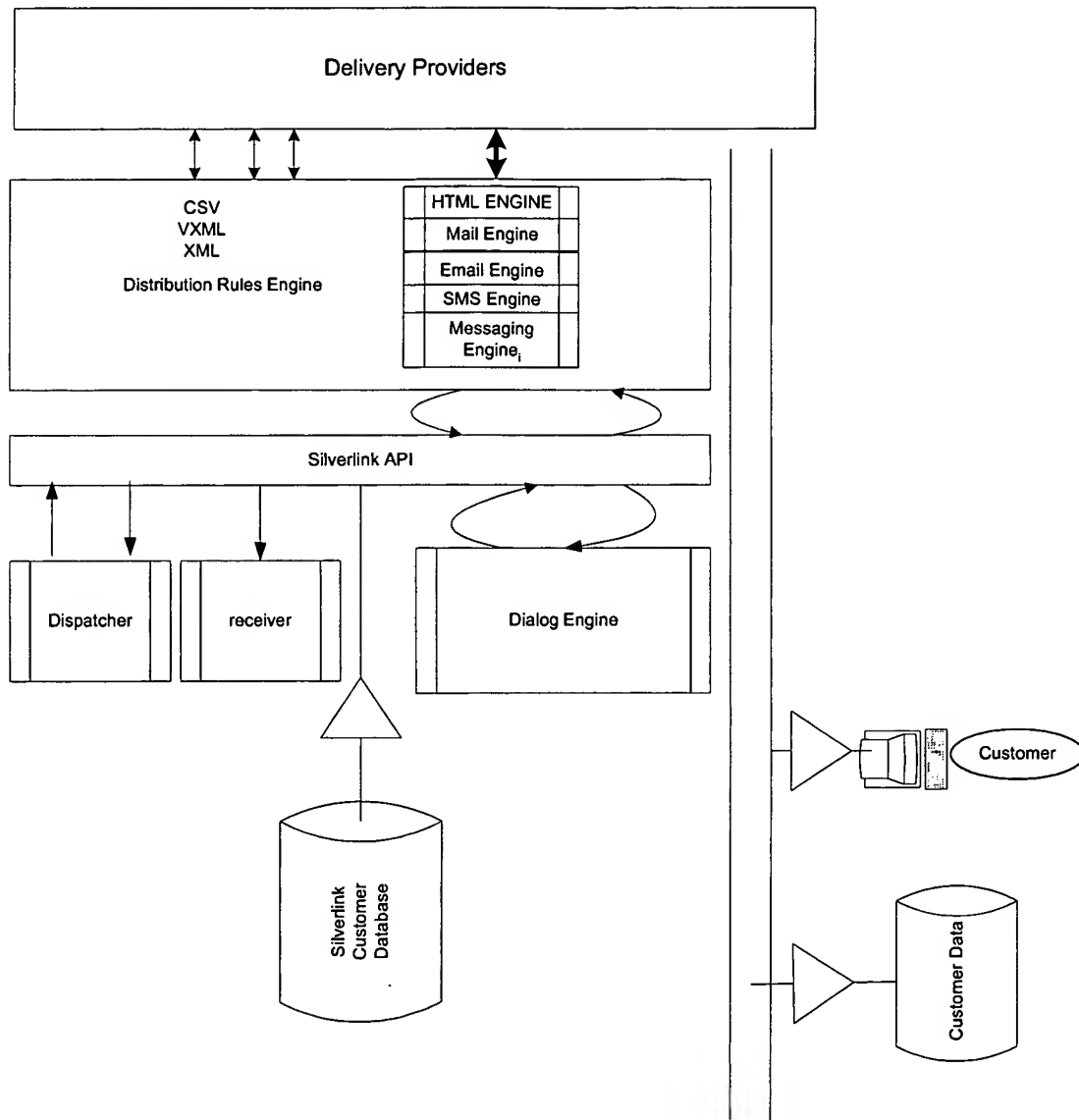
Silverlink Execution Environment -
Interface

Figure 17

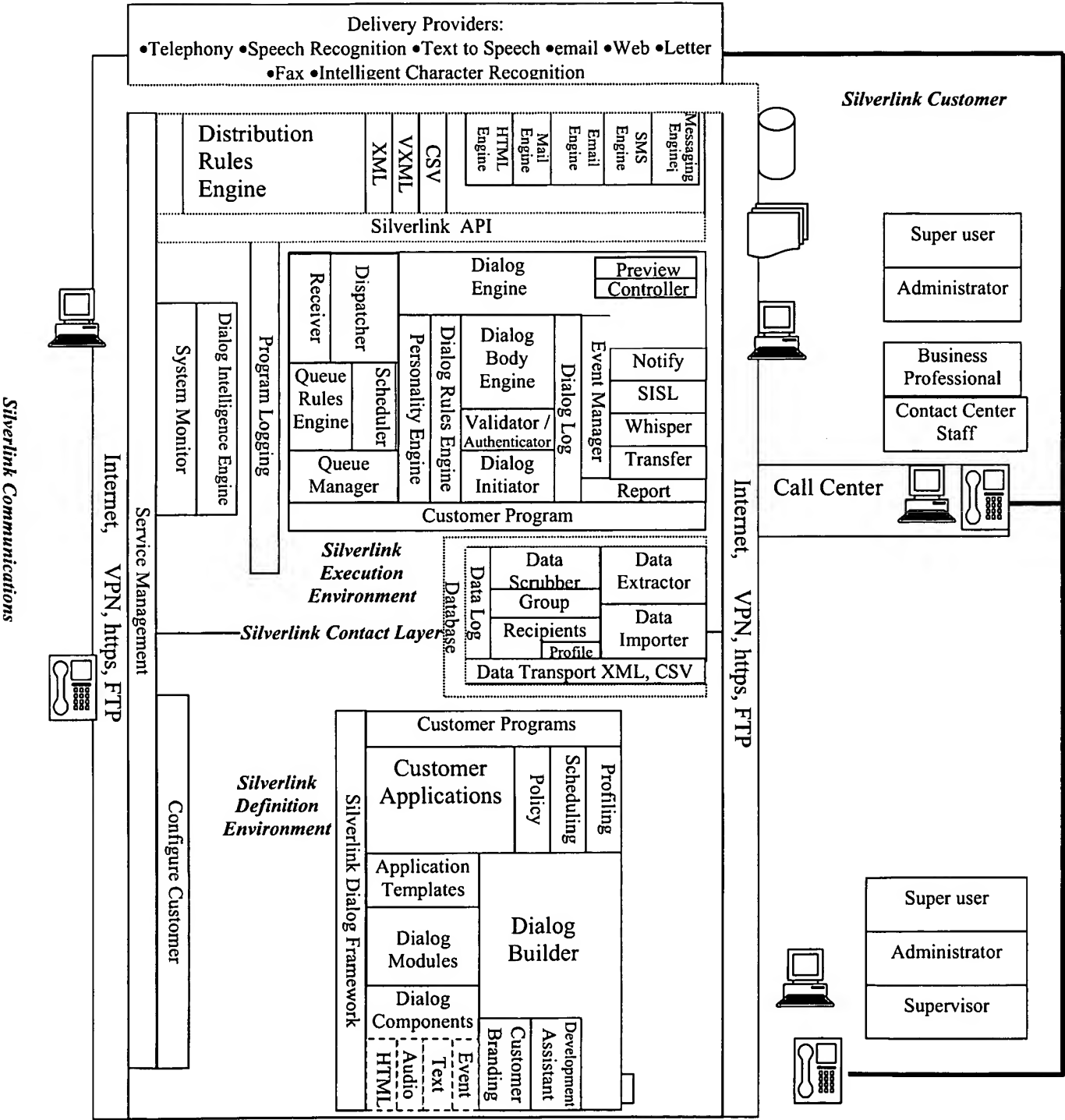
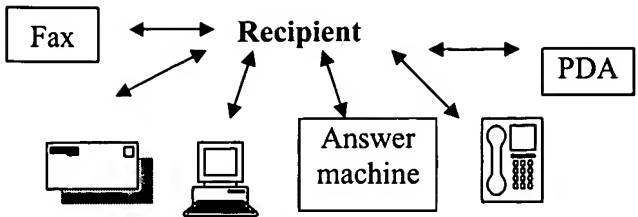


Figure 18

Assemble Application

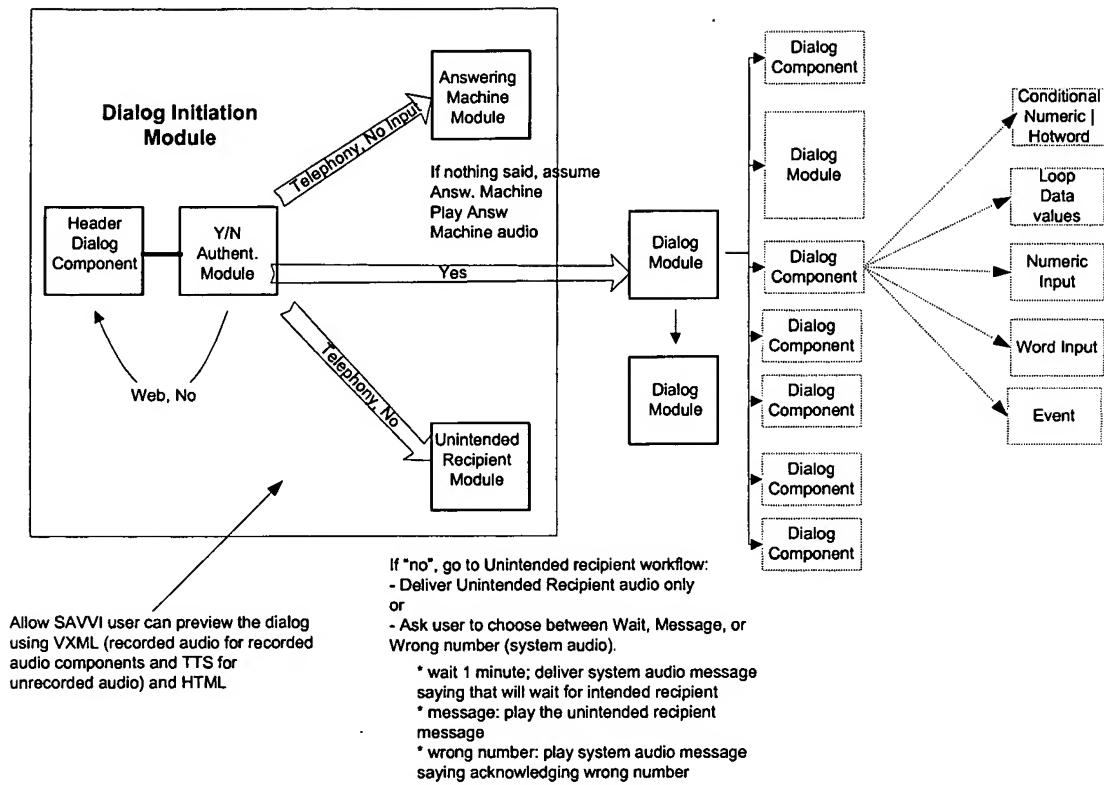


Figure 19

Silverlink Execution Environment -
System Monitoring